Department of Veterans Administration
Veterans Health Administration
Washington, DC 20420

Replaced by VHA Directive 2002-056

VHA DIRECTIVE 2001-013

March 12, 2001

MAINTAINING PROVIDER CREDENTIAL INFORMATION IN THE VISTA NEW PERSON FILE

1. PURPOSE: This Veterans Health Administration (VHA) Directive instructs facility Directors to assign personnel and establish procedures for validating and maintaining valid, standardized credentials of billable clinical providers in each Department of Veterans Affairs (VA) facility's New Person File within the Veterans Health Information System and Technology Architecture (VistA).

2. BACKGROUND

   a. Health care billing standards established by the Health Insurance Portability and Accountability Act, Health Care Financing Administration's (HCFA) Medicare Program, and other industry health care payers, require the VHA to adopt industry standard procedures for ensuring that correct information is submitted when billing third party payers. This directive requires facilities to develop an accurate list of the names and credentials of all billable providers and maintain the data in the New Person file of VistA.

   b. New Integrated Billing Software enhancements will import the credentials of providers directly onto the standard billing forms (UB 92 institutional claim form and HCFA 1500 professional claim form). Accurate and properly formatted credentials data is required in the Degree Field of the VistA New Person File to enable the software to function appropriately.

3. POLICY: It is VHA policy that third party payers are billed for medical expenses incurred by veterans in accordance with the veteran's eligibility category, health insurance status, and means test results.

4. ACTION: The medical center Director must ensure that a local cross-functional process is established between the offices of Credentialing, Human Resources, Revenue, and Information to:

   a. Validate credentials of billable providers,

   b. Ensure that the credentials of billable providers are updated and stored in the DEGREE field in the VistA New Person File according to attached VHA standardized list of credentials and approved formats.

   c. Attachments A and B provide additional detail to assist local VA medical center staff.

5. REFERENCE: None.

THIS VHA DIRECTIVE EXPIRES MARCH 31, 2006

6. FOLLOW-UP RESPONSIBILITY: The VHA Office of Finance (174) is responsible for the contents of this directive.

7. RESCISSIONS: This VHA Directive expires March 31, 2006.

S/ Thomas L. Garthwaite, M.D.
Under Secretary for Health

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ATTACHMENT A

LIST OF PROVIDERS

Action Required

1. To populate the <u>DEGREE</u> field of the *New Person File,* VAMC medical center staff must determine which practitioner's credentials need to be verified. A list of current providers can be printed using the *Fileman* routine from the *New Person File*. After generating a list for each specific classification, the <u>DEGREE</u> field of the *New Person File* must be populated with the credentials listed in Attachment B, VHA Standardized Credentials for Billing.

2. To print the list:

```
Fileman Routine For Person Class File
Version Released in May 2000

Enter either 'Y' or 'N'.

OUTPUT FROM WHAT FILE:  NEW PERSON//
SORT BY:NAME//PERSON CLASS//     (multiple)
PERSON CLASS SUB-FIELD: Person Class//
START WITH Person Class: FIRST// Phy          (Case Sensitive)          See Note 1
 GO TO Person Class:LAST// Phz                (Case Sensitive)          See Note 1
WITHIN Person Class, SORT BY: PERSON CLASS//     (multiple)
 PERSON CLASS SUB-FIELD: @Expiration Date//        (Case Sensitive)
 START WITH Expiration Date: FIRST// @
 GO TO Expiration Date: LAST// @
   WITHIN Expiration Date, SORT BY: PERSON CLASS//     (multiple)
   PERSON CLASS SUB-FIELD: Person Class://
   PERSON CLASS FIELD: AREA OF SPECIALIZATION
   START WITH AREA OF SPECIALIZATION: FIRST// Anes      (Case Sensitive)          See
Note 1
   GO TO AREA OF SPECIALIZATION: LAST// Anez      (Case Sensitive)          See Note 1
   WITHIN AREA OF SPECIALIZATION, SORT BY:
FIRST PRINT FIELD: NAME//
THEN PRINT FIELD: PERSON CLASS//     (multiple)
 THEN PRINT PERSON CLASS SUB-FIELD: Person Class//
 THEN PRINT PERSON CLASS SUB-FIELD: Person Class://
   THEN PRINT PERSON CLASS FIELD: CLASSIFICATION//
   THEN PRINT PERSON CLASS FIELD: AREA OF SPECIALIZATION
   THEN PRINT PERSON CLASS FIELD:
THEN PRINT PERSON CLASS SUB-FIELD:
THEN PRINT FIELD:
```

a. In the first field, use the first several characters of the classification you want to print.

b. In the next field, use the same characters, except replace the last character with a **"Z**". (This instructs the program to capture all individuals that fall into this classification.)

c. In the preceding example, all active Physicians with the specialization of Anesthesiology will print.

3. Export the list to Excel.

ATTACHMENT B

VHA STANDARDIZED CREDENTIALS FOR BILLING

1. This document provides the standardized credentials to use when populating the <u>DEGREE</u> field of the *New Person File*. The <u>DEGREE</u> field in the Veterans Health Information System and Technology Architecture (VistA)'s *New Person File* is the official electronic repository of the necessary provider credentials. Credentials must be entered as:

    a. All caps,

    b. Credentials as listed only,

    c. No punctuation, and

    d. No spaces.

2. Action Required

    a.   Directors must determine who is responsible for establishing and entering data into the *New Person File* and where the credentials information is maintained, i.e., human resources, service and/or product line, credentialing files. All providers' credentials must be verified for accuracy, hierarchy, and conformance with this attachment. Existing credentials in the <u>DEGREE</u> field of the *New Person File* must be validated, or newly entered, for all billing provider types.

    b. If a secondary data source is used for verification of this data, i.e., tracking databases used by staff for maintenance of credentials data, the data should be validated through a sampling technique. <u>This must be accomplished prior to implementing the national EDI solution</u>.

NOTE: Because the VA currently does not have the authority to bill for the professional services of certain types of providers, <u>Level 1</u> providers, followed by <u>Level 2</u> providers should be given priority for validation and entry. These providers are specified on the following.

3. Providers having more than One Credential

    a. A provider may have more than one credential; for example, a physician may also be a dentist, holding both Doctor of Medical Dentistry (DMD) and Doctor of Medicine (MD) credentials. If this physician or dentist works primarily as a medical doctor, it is important that MD appears <u>first </u>in the <u>DEGREE</u> field.

    b. The claim would be denied for 'improper service provider' if the DMD appeared first, because the automated system places the first three characters only on the claim form. *NOTE: This character limitation is part of the legislated national standard for health care electronic data interchange (EDI) billing, and not a limitation of the Department of Veterans Affairs (VA)'s system.)*

4. Ongoing Maintenance of the DEGREE Field. Ongoing maintenance of the <u>DEGREE</u> field is the responsibility of each local VA facility. Because new providers are constantly added,

facility Directors shall establish a local VA medical center process to ensure that the field is maintained. The best time for this may be annually when the credentialing and privileging process occurs for all providers, with ongoing updates as needed throughout the year.

VHA AND MEDICARE CREDENTIALS	DESCRIPTION
Level 1 Providers	
CNA	CERTIFIED REGISTERED NURSE ANESTHETIST
CH	DOCTOR OF CHIROPRACTIC MEDICINE (**Chiropractor**)
CNM	CERTIFIED NURSE MIDWIFE
CNS	CLINICAL NURSE SPECIALIST
Social Work Credentials	
CSW	CLINICAL SOCIAL WORKER
CSW	ACCREDITED BACHELORS IN SOCIAL WORK
CSW	BACHELOR OF SOCIAL WORK
CSW	CERTIFIED CLINICAL SOCIAL WORKER
CSW	LICENSED CLINICAL SOCIAL WORKER
CSW	LICENSED MASTERS OF SOCIAL WORK
CSW	MASTER'S DEGREE SOCIAL WORKER
CSW	SOCIAL WORKER
Doctor of Medicine, Osteopathy, Podiatry, Education	
DO	DOCTOR OF OSTEOPATHY
DPM	DOCTOR OF PODIATRY MEDICINE
EDD	DOCTORATE IN EDUCATION
MD	DOCTOR OF MEDICINE
Nurse Practitioner Credentials	
NP	NURSE PRACTITIONER
NP	FAMILY NURSE PRACTITIONER
NP	GERIATRIC NURSE PRACTITIONER
NP	REGISTERED NURSE PRACTITIONER
Doctor of Optometry	
OD	DOCTOR OF OPTOMETRY
Physician Assistant Credentials	
PA	PHYSICIAN'S ASSISTANT
PA	PHYSICIAN'S ASSISTANT - CERTIFIED
PA	REGISTERED PHYSICIAN'S ASSISTANT
PA	REGISTERED PHYSICIAN'S ASSISTANT - CERTIFIED
Doctorate Degree, Psychology and Others	
PHD	DOCTORATE DEGREE, PSYCHOLOGY AND OTHERS
PSY	PSYCHOLOGIST
CP	CLINICAL PSYCHOLOGIST
AA	ANESTHESIA ASSISTANT
RD	REGISTERED DIETITIAN
RPH	CLINICAL PHARMACIST

VHA AND MEDICARE CREDENTIALS	DESCRIPTION

Level 2 Providers
Occupational Therapy Credentials

     OT   OCCUPATIONAL THERAPIST
     OT   LICENSED OCCUPATIONAL THERAPIST REGISTERED
     OT   OCCUPATIONAL THERAPIST LICENSED
     OT   OCCUPATIONAL THERAPIST, REGISTERED
     OT   OCCUPATIONAL THERAPIST/REGISTERED & LICENSED
     OT   REGISTERED OCCUPATIONAL THERAPIST

Physical Therapy Credentials

     PT   PHYSICAL THERAPY   PHYSIO-THERAPIST
     PT   LICENSED PHYSICAL THERAPIST
     PT   REGISTERED PHYSICAL THERAPIST

Doctor of Dental Surgery / Medical Dentistry

DDS   DOCTOR OF DENTAL SURGERY
DMD   DOCTOR OF MEDICAL DENTISTRY

Audiologist (Must have one of the following degrees)

MA   AUDIOLOGIST
MS   AUDIOLOGIST
PHD   AUDIOLOGIST
AUD   AUDIOLOGIST
EDD   AUDIOLOGIST